

OMB Clearance Package
Comprehension Testing of Correspondex Letter 4310-C,
Wage and Investment Notice Improvement Office

I. Introduction

Background/overview

The Notice Improvement Office of the Internal Revenue Service produces notices and letters sent to taxpayers regarding their tax accounts. These written documents are an essential tool the Service uses to communicate effectively with taxpayers. The Internal Revenue Code, U.S.C. 26, contains extremely complex provisions. One of the critical missions of the Notice Improvement Office is to explain in as simple a manner as possible those provisions as they affect an individuals' account.

As resources permit, the Notice Improvement Office seeks reaction and suggestions for improvement from taxpayers, such as those who may receive Correspondex Letter 4310-C. One of the best ways to do this is through comprehension testing. A comprehension test is a one-on-one test between a moderator and a taxpayer. It is one of the most useful ways to determine the level of understanding and process a taxpayer uses to respond to the notice or letter.

This type of test allows the Service to gain information regarding taxpayers' ability to understand notices and letters, and to be sure they know the next steps they should take to avoid adverse consequences. Sessions with taxpayers will examine which portions of Correspondex Letter 3410-C may lead to misunderstanding, and determine which sections are most useful or need improvement. The Notice Improvement Office expects that taxpayers will provide specific suggestions to improve these products.

For the current task, the Notice Improvement Office intends to test Correspondex letter 4310-C using a group of taxpayers whose demographics and backgrounds match current letter recipient information. Through comprehension testing, the Notice Improvement Office hopes to better understand how taxpayers interact with this product and how well they understand what actions are required of them.

Objectives of data collection

The overall objectives of this project are to quantitatively test taxpayers' ability to understand the communication goals of the 4310-C.

From reading the 4310-C, taxpayers should comprehend the following communication goals:

- The letter is alerting taxpayers that that they maybe a victim of identity theft
- What taxpayers need to do to protect themselves
 - Taxpayers should monitor their accounts
If suspicious activity is found on their accounts
 - Taxpayers should contact their financial institutions.
 - Taxpayers should contact the fraud department of one of the three major credit bureaus.

- Taxpayer should report any fraudulent activity to their local law enforcement agency.
- Taxpayer should file a complaint with the Federal Trade Commission.
- If taxpayers have questions, they should contact the Taxpayer Advocate Service (TAS).

II. Methodology

Sample Design

In order to participate in the study, participants must have been possible victims of identity theft or had to dispute a charge on their credit or debit card.

Data Collection Date

Data will be collected in Atlanta, GA, the weeks of October 14-17, 2008 and November 10-14, 2008.

Data to be collected

Several different categories of data will be collected.

1. Demographic Information
 - a. Education level, age, income range
2. Behavioral Data
 - a. Comprehension questions regarding the goals of the publication
 - b. Performance on questions about 4310-C letter
 - i. Response
 - ii. Accuracy of response
 - iii. Time
3. Debrief Data - Qualitative Responses
 - a. Debrief questions about 4310-C letter
 - i. General reaction to letter
 - ii. Sections of the letter that were reread or skipped
 - iii. Ratings of tone
 - iv. Ratings of understandability
 - v. Improvement recommendations

How data will be used

The data collected during the evaluation of the 4310-C will be used to evaluate how well the letter meets its communication goals. The letter will be evaluated based on the following themes: comprehension, task completion, format and design issues, and navigation.

How data will be analyzed

Analysis of the data will be conducted by researchers within IRS Wage and Investment Planning, Research and Analysis (WIPRA). Analysis of data from the comprehension questions will include basic statistical techniques.

Because the data resulting from the debrief questions will be quantitative in nature, the analysis will consist of a report of the feedback and behaviors recorded. The demographic data will be tabulated and frequencies will be reported.

Who is conducting the research?

W&I Notice Improvement Office in conjunction with WIPRA will be conducting the research, with additional support being provided by the Identity Theft Office.

Location- Region/city and facilities

Research will be conducted at the Cambridge Building of the Koger Center, located at 2965 Flowers Road South, Chamblee, Georgia 30341.

Stipend

The stipend will be \$75 per participant for a 45-minute session. The stipend is a reflection of the length of time required for participation in this study.

Recruitment efforts

Using a screening guide, a vendor will recruit participants for this study. _

Efforts to not duplicate research

Direct interaction with taxpayers through individual testing and focus groups has been a research design used by the IRS for a number of years. While the themes to be tested and discussed in the present study are similar to those previously conducted, testing of this particular letter has not been undertaken.

Test structure / design

Recruited participants will individually read a letter, utilizing a scenario and supporting documents provided to them. They will then be asked a series of questions about their understanding and comprehension of the letter. Following this portion of the testing session, participants will be asked a series of open-ended questions about their reaction to and recommendations for changes to the letter.

III. Participants Criteria

In order to participate in the study, participants must have been possible victims of identity theft or had to dispute a charge on their credit or debit card.

IV. Privacy, Security, Disclosure, Confidentiality

The data returned to IRS WIPRA will not have any form of identifying information relating specific records to individual taxpayers. Nonetheless, Research personnel will ensure that privacy, security, and confidentiality of the aggregated results will receive utmost attention. Public and official access to the information will be tightly controlled. The computer files containing this tabulated information will remain password protected at all times. Data security approaching level C-2 will be accomplished using the Windows XP operating system.

DVDs used to record testing sessions will be either erased or destroyed when the project is completed and there is no further need for the data.

We will apply fair information and record-keeping practices to ensure protection of all taxpayers. The criterion for disclosure laid out in the Privacy Act, the Freedom of Information Act, and section 6103 of the Internal Revenue Code, provides for the protection of taxpayer information as well as its release to authorized recipients.

V. Burden Hours

The estimated time to complete the participant screening is 5 minutes. The estimated time for each reminder call is 1 minute, with each testing session lasting 45 minutes. It is estimated the 5 percent of taxpayers contacted for the study will qualify and be willing to participate. Using this percentage, a total of 1,400 individuals will need to be screened to recruit the needed 70 participants (60 study participants and 10 floater participants).

Total number of potential participants screened	1400
Estimated time to complete screening	5 minutes
Reminder phone calls (study participants only)	70 minutes (70 x 1 minute/call)
Estimated participant screening burden	117.8 hours ((1400 x 5 + 70)/60)
Number of participants	60
Time to conduct study	45 minutes
Estimated study burden	45 hours ((60 x 45)/60)
Estimated Total project burden hours	162.8 hours

VI. Estimated Costs

The total estimated cost associated with this study is \$25,000.

VII. Attachments

- A. Screener's Guide
- B. Reminder call script
- C. Testing Protocol